

## Corporate management

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### **Sickness absence – the percentage of working days lost through sickness absence for chief officers and other local government employees**

As a result of the implementation of a 'single status' agreement most local government employees including professional, technical, administrative and manual employees are now employed on a common set of terms and conditions. This indicator shows lost time as a result of sickness absence for these employees and council chief officers.

'Sickness absence' is an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certified sickness, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

Each period of work, for example, day shift, night shift, or hours worked by part-time employees count as a working day.

### **Points to bear in mind**

The indicator does not include other authorised absence that is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

## Corporate management

**Sickness absence - the percentage of working days lost through sickness absence for chief officers and local government employees**

Council	Rank in 05/06		PI measurement			Better ✓ or worse X since 03/04		
	1-32	✓1-8 X 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	16		-	5.8	5.5			
Aberdeenshire	5	✓	-	4.5	4.6			
Angus	2	✓	-	4.7	4.5			
Argyll & Bute	8	✓	-	5.1	5.0			
Clackmannanshire	25	X	-	5.4	5.8			
Dumfries & Galloway	12		-	5.1	5.3			
Dundee City	13		-	5.9	5.4			
East Ayrshire	20		-	6.1	5.6			
East Dunbartonshire	11		-	5.7	5.2			
East Lothian	8	✓	-	5.3	5.0			
East Renfrewshire	16		-	5.7	5.5			
City of Edinburgh	22		-	5.7	5.7			
Eilean Siar	1	✓	-	2.8	3.1			
Falkirk	30	X	-	6.3	6.5			
Fife	22		-	6.1	5.7			
Glasgow City	13		-	5.3	5.4			
Highland	5	✓	-	4.9	4.6			
Inverclyde	28	X	-	6.1	6.0			
Midlothian	16		-	5.7	5.5			
Moray	2	✓	-	4.9	4.5			
North Ayrshire	13		-	5.6	5.4			
North Lanarkshire	31	X	-	7.1	6.8			
Perth & Kinross	7	✓	-	3.8	4.8			
Renfrewshire	27	X	-	5.9	5.9			
Scottish Borders	8	✓	-	5.2	5.0			
Shetland Islands	22		-	FTR	5.7			
South Ayrshire	16		-	5.0	5.5			
South Lanarkshire	2	✓	-	4.5	4.5			
Stirling	20		-	5.5	5.6			
West Dunbartonshire	28	X	-	6.5	6.0			
West Lothian	25	X	-	5.3	5.8			
			<b>Scotland</b>					
			-	5.5	5.4			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	-	2.8	3.1
Upper quartile	-	5.0	5.0
Median	-	5.5	5.5
Lower quartile	-	5.9	5.7
Lowest ranked performance	-	7.1	6.8

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
Orkney Islands	-	<u>5.0</u>	<u>5.4</u>

### Reason for Unreliable Determination in 2005/06

**Orkney Islands** - There is no system in place to accurately record the number of available working days for part time employees.

### Notes

An underlined PI measurement indicates unreliable data.

## Corporate management

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### **Sickness absence – the percentage of working days lost through sickness absence for craft employees**

The indicator measures the extent of sickness absence within councils for crafts people (eg those involved in repairs to council housing). The terms and conditions of employment for this group of staff differ from those for other council employees.

'Sickness absence' is an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certified absence, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

### **Points to bear in mind**

The indicator does not include other authorised absence that is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

## Corporate management

### Sickness absence - the percentage of working days lost through sickness absence for craft employees

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	18		-	6.2	6.3			
Aberdeenshire	3	✓	-	3.0	3.5			
Angus	1	✓	-	4.7	2.8			
Argyll & Bute	19		-	6.5	6.7			
Clackmannanshire	5	✓	-	4.8	4.0			
Dumfries & Galloway	23		-	3.2	7.1			
Dundee City	20		-	7.5	6.9			
East Ayrshire	7	✓	-	4.5	4.3			
East Dunbartonshire	13		-	6.4	5.5			
East Lothian	9		-	5.4	4.6			
East Renfrewshire	30	✗	-	6.5	10.8			
City of Edinburgh	21		-	8.0	7.0			
Eilean Siar	6	✓	-	4.3	4.2			
Falkirk	25	✗	-	8.9	7.9			
Fife	24		-	7.5	7.3			
Glasgow City	7	✓	-	4.2	4.3			
Highland	26	✗	-	6.2	8.2			
Inverclyde	29	✗	-	9.7	10.2			
Midlothian	30	✗	-	10.7	10.8			
Moray	4	✓	-	3.9	3.8			
North Ayrshire	16		-	7.1	5.8			
North Lanarkshire	28	✗	-	5.7	8.4			
Perth & Kinross	27	✗	-	4.3	8.3			
Renfrewshire	17		-	5.9	6.2			
Scottish Borders	11		-	5.2	5.2			
Shetland Islands	21		-	FTR	7.0			
South Ayrshire	15		-	4.1	5.7			
South Lanarkshire	9		-	6.8	4.6			
Stirling	2	✓	-	5.6	3.2			
West Dunbartonshire	11		-	6.6	5.2			
West Lothian	13		-	4.6	5.5			
			<b>Scotland</b>					
			-	5.9	5.9			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	-	3.0	2.8
Upper quartile	-	4.5	4.5
Median	-	5.8	5.8
Lower quartile	-	6.8	7.2
Lowest ranked performance	-	10.7	10.8

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

#### Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
Orkney Islands	-	<u>0.0</u>	<u>0.0</u>

#### Reason for Unreliable Determination in 2005/06

**Orkney Islands** - There is no system in place to accurately record the number of available working days for part time employees.

#### Notes

An underlined PI measurement indicates unreliable data.

## Corporate management

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### **Sickness absence – the percentage of working days lost through sickness absence for teachers**

The indicator measures the extent of sickness absence within councils for their school teaching staff.

'Sickness absence' is an absence from the place of employment because of the employee's illness or injury for which sick leave entitlement is used. This may include self-certified absence, absence supported by a doctor's certificate, long-term sickness absence, and industrial injury.

### **Points to bear in mind**

The indicator does not include other authorised absence that is not sickness absence, for example, compassionate leave, career leave and special leave/unpaid leave, maternity and paternity leave, and maternity support.

## Corporate management

### Sickness absence - the percentage of working days lost through sickness absence for teachers

Council	Rank in 05/06		PI measurement			Better ✓ or worse X since 03/04		
	1-32	✓1-8 X 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	24		3.8	4.3	4.3		X	
Aberdeenshire	11		3.3	3.6	3.5	X		
Angus	22		3.6	3.8	4.0		X	
Argyll & Bute	2	✓	4.4	3.5	2.9			✓
Clackmannanshire	24		5.2	6.0	4.3			✓
Dumfries & Galloway	30	X	4.1	5.1	4.8			X
Dundee City	23		5.1	5.0	4.2			✓
East Ayrshire	2	✓	3.8	3.3	2.9			✓
East Dunbartonshire	6	✓	3.5	3.5	3.2	✓		
East Lothian	12		5.0	3.7	3.6			✓
East Renfrewshire	1	✓	3.4	3.0	2.8			✓
City of Edinburgh	4	✓	2.9	2.9	3.1	X		
Eilean Siar	8	✓	2.9	3.3	3.3		X	
Falkirk	9		3.4	3.2	3.4			
Fife	17		4.2	4.0	3.9	✓		
Glasgow City	14		3.1	3.4	3.8			X
Highland	14		<u>2.9</u>	3.4	3.8			
Inverclyde	17		3.9	3.8	3.9			
Midlothian	14		4.0	3.5	3.8	✓		
Moray	31	X	3.5	4.3	5.1			X
North Ayrshire	28	X	4.4	4.1	4.5			
North Lanarkshire	24		5.0	4.0	4.3		✓	
Perth & Kinross	29	X	4.7	4.2	4.6			
Renfrewshire	24		3.9	3.9	4.3		X	
Scottish Borders	4	✓	3.2	3.3	3.1			
Shetland Islands	6	✓	3.7	3.2	3.2		✓	
South Ayrshire	9		4.2	4.2	3.4			✓
South Lanarkshire	12		3.7	3.4	3.6			
Stirling	17		4.0	3.9	3.9			
West Dunbartonshire	17		4.2	3.9	3.9	✓		
West Lothian	17		3.9	3.5	3.9			
			<b>Scotland</b>					
			3.8	3.7	3.8			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	2.9	2.9	2.8
Upper quartile	3.5	3.4	3.4
Median	3.9	3.7	3.8
Lower quartile	4.2	4.1	4.3
Lowest ranked performance	5.2	6.0	5.1

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	4
10-14%	2
>15%	7
<b>Decline</b>	
5-9%	2
10-14%	4
>15%	3

#### Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
Orkney Islands	<u>3.1</u>	<u>2.4</u>	<u>4.7</u>

#### Reason for Unreliable Determination in 2005/06

**Orkney Islands** - There is no system in place to accurately record the number of available working days for part time employees.

#### Notes

An underlined PI measurement indicates unreliable data.

### Sickness absence - the percentage of working days lost through sickness absence for teachers

**The following councils were ranked 25th or below in 2003/04:**

Clackmannanshire  
Dundee City  
East Lothian  
North Lanarkshire  
Perth & Kinross

**The following councils did not make any material improvement in their performance by 2005/06:**

Perth & Kinross

## Corporate management

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### **Litigation claims - number of claims per 10,000 population**

The indicator measures the number of claims incurred by the council in the year stemming from:

- employers liability
- public liability
- officials indemnity
- motor third party liability.

### **Points to bear in mind**

It is recognised that improvements in both the number of claims and the value of those claims indicate that the council is actively seeking to control and (where possible) eliminate avoidable losses. It is also accepted that a single large loss may skew performance in any given year.



## Corporate management

### Litigation claims - number of claims per 10,000 population

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	12		21.3	24.6	23.4	✗		
Aberdeenshire	9		<u>17.3</u>	21.1	20.1			
Angus	11		18.1	20.8	21.6			✗
Argyll & Bute	6	✓	17.0	24.8	14.9		✓	
Clackmannanshire	1	✓	24.8	0.8	1.2			✓
Dumfries & Galloway	10		20.4	22.6	20.7			
Dundee City	26	✗	40.4	37.7	41.7			
East Ayrshire	28	✗	35.3	25.0	43.9			✗
East Dunbartonshire	16		0.4	39.5	26.6			✗
East Lothian	31	✗	30.6	46.3	45.2			✗
East Renfrewshire	25	✗	37.6	41.0	40.5	✗		
City of Edinburgh	4	✓	21.0	25.9	11.8			✓
Eilean Siar	7	✓	0.0	13.0	17.1			
Falkirk	22		38.5	36.5	33.6		✓	
Fife	20		57.2	58.4	30.2			✓
Glasgow City	30	✗	45.1	43.4	44.9			
Highland	3	✓	8.9	11.6	10.8			✗
Inverclyde	19		38.0	36.4	29.6			✓
Midlothian	13		24.0	23.8	23.5			
Moray	8	✓	13.7	16.4	17.6			✗
North Ayrshire	15		27.2	26.9	24.7	✓		
North Lanarkshire	18		36.1	34.7	28.4			✓
Orkney Islands	14		16.7	18.6	24.6			✗
Perth & Kinross	5	✓	7.6	13.4	12.6			✗
Renfrewshire	29	✗	33.7	34.3	44.3			✗
Scottish Borders	21		27.5	27.2	30.7		✗	
Shetland Islands	2	✓	11.9	4.1	8.7			✓
South Ayrshire	17		45.0	49.4	28.2			✓
South Lanarkshire	24		38.0	47.5	37.9			
Stirling	32	✗	44.6	60.7	54.6			✗
West Dunbartonshire	27	✗	41.0	50.0	42.3			
West Lothian	23		45.6	39.7	37.5			✓
			<b>Scotland</b>					
			32.1	34.0	29.3			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	0.0	0.8	1.2
Upper quartile	17.2	21.0	19.5
Median	27.4	27.1	27.4
Lower quartile	38.1	40.0	38.6
Lowest ranked performance	57.2	60.7	54.6

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	1
10-14%	2
>15%	8
<b>Decline</b>	
5-9%	2
10-14%	1
>15%	10

#### Notes

An underlined PI measurement indicates unreliable data.

### Litigation claims - number of claims per 10,000 population

**The following councils were ranked 25th or below in 2003/04:**

Dundee City  
Fife  
Glasgow City  
South Ayrshire  
Stirling  
West Dunbartonshire  
West Lothian

**The following councils did not make any material improvement in their performance by 2005/06:**

Dundee City  
Glasgow City  
Stirling  
West Dunbartonshire

## Corporate management

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### **Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women**

The delivery of quality services is dependent on a trained and motivated workforce and it is, therefore essential that councils' employment policy reflects their commitment to equal opportunities. The indicator provides a picture of the current gender balance in more senior posts. This will help councils to identify areas of potentially unfair or discriminatory practices as well as providing a baseline for measuring improvement over time.

#### **Points to bear in mind**

The indicator does not deal with equalities relating to ethnicity, disability or sexual orientation.

The indicator excludes teachers.

## Corporate management

Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	7	✓	28.8	29.2	36.2			✓
Aberdeenshire	13		26.2	31.8	32.2			✓
Angus	29	✗	7.0	22.7	23.2			✓
Argyll & Bute	25	✗	27.3	26.8	27.0			
Clackmannanshire	9		22.0	25.0	33.3			✓
Dumfries & Galloway	21		22.5	17.4	29.3			✓
Dundee City	28	✗	20.6	23.6	23.9			✓
East Ayrshire	27	✗	17.2	23.3	26.1			✓
East Dunbartonshire	15		34.7	31.6	31.6	✗		
East Lothian	2	✓	31.7	35.8	39.7			✓
East Renfrewshire	4	✓	37.2	38.2	39.2	✓		
City of Edinburgh	5	✓	30.7	30.8	37.1			✓
Eilean Siar	30	✗	20.6	18.8	18.8	✗		
Falkirk	3	✓	32.4	40.1	39.5			✓
Fife	12		27.2	29.5	32.5			✓
Glasgow City	13		27.0	32.4	32.2			✓
Highland	17		18.7	25.5	30.9			✓
Inverclyde	11		27.8	28.4	32.6			✓
Midlothian	21		27.5	23.9	29.3	✓		
Moray	20		23.8	29.6	29.6			✓
North Ayrshire	19		25.0	29.4	29.7			✓
North Lanarkshire	15		29.0	27.7	31.6	✓		
Orkney Islands	31	✗	11.5	12.5	13.9			✓
Perth & Kinross	23		32.9	26.8	27.9			✗
Renfrewshire	24		24.5	25.4	27.4		✓	
Scottish Borders	6	✓	24.2	36.0	36.5			✓
Shetland Islands	32	✗	7.5	13.6	10.4			✓
South Ayrshire	26	✗	35.4	24.1	26.6			✗
South Lanarkshire	10		36.5	32.2	33.2	✗		
Stirling	1	✓	39.4	51.4	42.1	✓		
West Dunbartonshire	8	✓	34.0	34.2	34.2			
West Lothian	18		31.7	29.2	30.2			
			<b>Scotland</b>					
			27.6	29.6	31.7			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	39.4	51.4	42.1
Upper quartile	31.9	31.9	33.5
Median	27.3	28.8	31.3
Lower quartile	22.4	24.1	27.3
Lowest ranked performance	7.0	12.5	10.4

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	4
10-14%	1
>15%	19
<b>Decline</b>	
5-9%	3
10-14%	-
>15%	2

### Notes

An underlined PI measurement indicates unreliable data.

## Corporate management

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### Equal opportunities policy - percentage of highest paid 2% of earners among council employees that are women

**The following councils were ranked 25th or below in 2003/04:**

Angus  
Clackmannanshire  
Dundee City  
East Ayrshire  
Eilean Siar  
Highland  
Orkney Islands  
Shetland Islands

**The following councils did not make any material improvement in their performance by 2005/06:**

Eilean Siar

## Corporate management

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### **Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women**

The delivery of quality services is dependent on a trained and motivated workforce and it is, therefore essential that councils' employment policy reflects their commitment to equal opportunities. The indicator provides a picture of the current gender balance in more senior posts. This will help councils to identify areas of potentially unfair or discriminatory practices as well as providing a baseline for measuring improvement over time.

#### **Points to bear in mind**

The indicator does not deal with equalities relating to ethnicity, disability or sexual orientation.

The indicator excludes teachers.

## Corporate management

Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	5	✓	37.6	38.8	41.4		✓	
Aberdeenshire	7	✓	44.5	42.5	40.8	✗		
Angus	29	✗	16.8	22.7	25.0			✓
Argyll & Bute	25	✗	27.9	32.3	31.9		✓	
Clackmannanshire	24		35.9	33.8	32.0		✗	
Dumfries & Galloway	14		31.6	33.2	37.3			✓
Dundee City	30	✗	23.3	20.8	23.6			
East Ayrshire	13		33.3	37.2	37.6		✓	
East Dunbartonshire	28	✗	25.0	24.6	27.3	✓		
East Lothian	17		38.6	38.1	36.6	✗		
East Renfrewshire	15		37.8	38.4	37.1			
City of Edinburgh	9		38.3	40.4	40.4	✓		
Eilean Siar	31	✗	21.2	20.0	23.5		✓	
Falkirk	3	✓	36.6	39.0	43.0			✓
Fife	4	✓	36.5	39.2	42.1			✓
Glasgow City	6	✓	35.7	40.4	41.0		✓	
Highland	20		29.7	34.7	35.7			✓
Inverclyde	8	✓	38.6	41.3	40.7	✓		
Midlothian	17		34.7	29.9	36.6	✓		
Moray	26	✗	27.8	30.3	31.4		✓	
North Ayrshire	11		34.2	30.8	39.0		✓	
North Lanarkshire	12		36.3	35.1	38.7	✓		
Orkney Islands	27	✗	15.3	18.3	28.7			✓
Perth & Kinross	21		33.5	33.5	35.6	✓		
Renfrewshire	16		29.7	32.9	36.8			✓
Scottish Borders	19		27.0	34.3	36.4			✓
Shetland Islands	32	✗	16.0	21.0	10.8			✗
South Ayrshire	21		40.6	32.3	35.6		✗	
South Lanarkshire	10		40.1	40.4	39.6			
Stirling	1	✓	46.2	43.2	46.8			
West Dunbartonshire	2	✓	37.6	42.3	45.4			✓
West Lothian	21		31.7	37.2	35.6		✓	
			<b>Scotland</b>					
			35.0	36.6	38.0			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	46.2	43.2	46.8
Upper quartile	37.7	39.1	40.5
Median	34.5	34.5	36.7
Lower quartile	27.9	30.7	32.0
Lowest ranked performance	15.3	18.3	10.8

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	6
10-14%	8
>15%	9
<b>Decline</b>	
5-9%	2
10-14%	2
>15%	1

### Notes

An underlined PI measurement indicates unreliable data.

## Corporate management

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### Equal opportunities policy - percentage of highest paid 5% of earners among council employees that are women

**The following councils were ranked 25th or below in 2003/04:**

Angus  
Dundee City  
East Dunbartonshire  
Eilean Siar  
Moray  
Orkney Islands  
Scottish Borders  
Shetland Islands

**The following councils did not make any material improvement in their performance by 2005/06:**

Dundee City  
Shetland Islands



### **Public access - percentage of public service buildings that are suitable and accessible to disabled people**

The indicator reflects the extent to which councils have been successful in meeting the requirement of Part 3 of the Disability Discrimination Act 1995 (the Act) to facilitate access to their buildings for disabled people for the purpose of service delivery. It does not cover access to buildings for disabled staff.

The Act defines disability as a physical or mental impairment that has a substantial or long-term adverse effect on a person's ability to carry out normal day-to-day activities.

'Suitable for and accessible to' means that:

- practices, policies or procedures make it possible and reasonably practical for disabled people to use a service
- auxiliary aids or services are provided which would enable or make it easier for disabled people to use a service.

Buildings considered suitable for and accessible to disabled people are those that have been subjected to an accessibility audit or an equivalent assessment covering all aspects of the needs of the disabled person. Unless specifically exempted under the Building Standards Amendment (Scotland) Regulations 2001 (the Regulations) the term 'disabled person' always includes a provision for wheelchair users.

In accordance with the Regulations standards of building access (ie to the entrance from the public road or car parking area) and egress must also be sufficient for the needs of disabled people.

Where toilet facilities are provided, facilities for disabled people will normally be required.

### **Points to bear in mind**

Councils will be assessing accessibility to services in their buildings and making appropriate adaptations or alternative service delivery arrangements. The indicator is expected to show an improving trend over time as a higher proportion of the councils buildings are assessed and relevant adaptations are made.

Some councils may have a higher proportion of buildings that are subject to planning or physical restrictions as to what adaptations are possible.

Under the Act, the council is responsible for identifying any physical feature of its buildings, which make it impossible or unreasonably difficult for disabled people to make use of a service. If any such feature is identified, the council is responsible for taking reasonable action to:

- remove the feature
- alter it so that it no longer has that effect
- provide a reasonable means of avoiding the feature
- provide a reasonable alternative method of making the service available to disabled people

Therefore, councils may also have in place other strategies, including the use of electronic service delivery (e-services), to provide access to services for those who require them in their home or at other locations.

There may be some variation in the way councils assess the accessibility of their buildings but it is for each council to be able to demonstrate that it complies with the requirements of the Act.

## Corporate management

### Public access - percentage of public service buildings that are suitable and accessible to disabled people

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	17		-	25.4	42.8			
Aberdeenshire	19		-	28.3	40.8			
Angus	3	✓	-	72.9	76.2			
Argyll & Bute	5	✓	-	60.2	72.3			
Clackmannanshire	6	✓	-	70.3	70.3			
Dumfries & Galloway	29	✗	-	1.5	9.3			
Dundee City	2	✓	-	74.7	81.1			
East Ayrshire	20		-	26.6	40.6			
East Dunbartonshire	27	✗	-	<u>38.2</u>	13.8			
East Lothian	11		-	54.2	63.5			
East Renfrewshire	10		-	56.0	64.5			
Eilean Siar	31	✗	-	5.0	5.0			
Falkirk	15		-	48.1	52.3			
Fife	30	✗	-	7.4	7.4			
Glasgow City	26	✗	-	13.9	23.0			
Highland	25	✗	-	3.4	24.9			
Inverclyde	24		-	7.6	25.0			
Midlothian	13		-	44.7	60.2			
Moray	8	✓	-	11.1	67.2			
North Ayrshire	21		-	27.0	36.0			
North Lanarkshire	28	✗	-	4.7	12.9			
Orkney Islands	18		-	34.9	41.9			
Perth & Kinross	14		-	51.1	55.2			
Renfrewshire	9		-	64.9	66.8			
Scottish Borders	1	✓	-	75.2	85.4			
Shetland Islands	12		-	53.9	60.6			
South Ayrshire	16		-	47.6	49.0			
South Lanarkshire	4	✓	-	79.2	74.3			
Stirling	7	✓	-	71.3	70.2			
West Dunbartonshire	23		-	20.8	28.6			
West Lothian	22		-	21.7	30.4			
			<b>Scotland</b>					
			-	37.4	43.4			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	-	79.2	85.4
Upper quartile	-	58.1	67.0
Median	-	38.2	49.0
Lower quartile	-	17.4	26.8
Lowest ranked performance	-	1.5	5.0

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	31	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

#### Unreliable/Unreported Data in 2005/06

Council	03/04	04/05	05/06
City of Edinburgh	-	71.7	<u>71.7</u>

#### Reason for Unreliable Determination in 2005/06

**City of Edinburgh** - Data submitted late and not audited. The same figures have been used as 04/05 on the basis there has been a lack of funds available for access improvements.

#### Notes

An underlined PI measurement indicates unreliable data.

### **Council tax collection – the cost of collecting council tax per dwelling (£)**

This indicator shows the average cost per dwelling of collecting council tax. It excludes costs associated with the collection of non-domestic rates and residual community charge.

#### **Points to bear in mind**

The cost of collection may be affected by:

- the ability and willingness of taxpayers to pay
- the level of enforcement action taken by the council to recover tax due to it
- how efficient the council is at collecting the tax
- the allocation of overhead costs to this function, which may vary among councils.

The cost includes the net cost of collecting water and sewerage charges on behalf of the water authorities and, therefore, any profit or loss on collecting water and sewerage charges will affect this indicator.

In 2004/05, the indicator changed to allow councils to net off intervention income. Intervention income is the warrant surcharge element of debt that has been collected by the council without having been passed to the Sheriff Officer and is credited to the Council's Revenue Account.

The Commission's report, '*Council tax collection*', published in February 1998, recommended that the priority for most councils should be to increase collection levels, before considering reducing costs.

## Corporate management

### Council tax - the cost of collecting council tax per dwelling (£)

Group A - Rural councils		PI measurement			Better ✓ or worse ✗ since 03/04		
		03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeenshire		-	10.82	11.24			
Angus		-	12.46	13.95			
Argyll & Bute		-	13.68	16.07			
Dumfries & Galloway		-	12.38	13.02			
East Lothian		-	12.37	11.95			
Eilean Siar		-	24.99	29.57			
Highland		-	17.68	17.61			
Midlothian		-	13.92	14.72			
Moray		-	14.94	13.91			
Orkney Islands		-	17.87	18.58			
Perth & Kinross		-	15.77	15.88			
Scottish Borders		-	10.17	14.33			
Shetland Islands		-	18.50	13.26			
		<b>Group Average</b>					
		-	13.96	14.69			
		<b>Scotland</b>					
		-	13.23	13.62			

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	13	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.  
 Family groups were defined in consultation with councils and professional bodies.  
 All Scotland figures above cover all councils rather than those in the group.

## Corporate management

### Council tax - the cost of collecting council tax per dwelling (£)

Group B - Mixed councils		PI measurement			Better ✓ or worse ✗ since 03/04		
		03/04	04/05	05/06	5-9%	10-14%	>15%
Clackmannanshire		-	14.21	14.07			
East Ayrshire		-	8.89	8.15			
East Dunbartonshire		-	6.81	8.42			
East Renfrewshire		-	11.66	11.31			
Falkirk		-	4.75	6.25			
Fife		-	11.74	13.13			
North Ayrshire		-	13.04	18.72			
South Ayrshire		-	10.46	10.55			
Stirling		-	11.02	10.95			
West Lothian		-	7.99	7.13			
		<b>Group Average</b>					
		-	10.00	11.05			
		<b>Scotland</b>					
		-	13.23	13.62			

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	10	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

## Corporate management

### Council tax - the cost of collecting council tax per dwelling (£)

Group C - Urban councils		PI measurement			Better ✓ or worse ✗ since 03/04		
		03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City		-	13.47	13.77			
Dundee City		-	28.22	26.21			
City of Edinburgh		-	11.55	14.28			
Glasgow City		-	15.92	14.46			
Inverclyde		-	17.21	18.25			
North Lanarkshire		-	13.75	12.46			
Renfrewshire		-	13.18	13.42			
South Lanarkshire		-	11.84	11.82			
West Dunbartonshire		-	12.14	9.24			
		Group Average					
		-	14.56	14.39			
		Scotland					
		-	13.23	13.62			

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	9	0	0
No service	(NS)	0	0	0

#### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

### **Council tax collection – the percentage of council tax income for the year that was collected in the year**

This indicator shows the proportion of the council tax (net of council tax benefit) due in the financial year that was collected by 31 March at the end of the year. This is a measure of how effective councils are at collecting the council tax due to them.

### **Points to bear in mind**

The variation in collection levels of council tax between councils can be explained in part by factors such as social deprivation and population density that are mainly outwith their control. However, other factors such as the accuracy of the records and the speed with which recovery procedures are initiated are directly within councils' control.

Much of the tax uncollected by the end of the financial year will be collected in later years because councils continue to pursue debts. However, early collection reduces a council's borrowing and increases the amount ultimately collected.

## Corporate management

Council tax - the percentage of council tax income for the year that was collected in the year

Group A - Rural councils	PI measurement			Better ✓ or worse ✗ since 03/04		
	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeenshire	94.0	95.3	95.8			
Angus	95.0	95.6	95.8			
Argyll & Bute	94.0	95.5	94.9			
Dumfries & Galloway	94.1	94.6	94.1			
East Lothian	95.3	96.0	96.1			
Eilean Siar	92.0	92.6	93.9			
Highland	93.5	94.1	95.1			
Midlothian	93.9	94.2	94.2			
Moray	94.9	95.6	96.0			
Orkney Islands	97.8	97.3	97.6			
Perth & Kinross	95.3	96.1	96.4			
Scottish Borders	95.6	96.6	96.7			
Shetland Islands	95.9	96.1	96.0			
<b>Group Average</b>						
	94.5	95.3	95.5			
<b>Scotland</b>						
	91.7	92.7	93.3			

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.



## Corporate management

Council tax - the percentage of council tax income for the year that was collected in the year

Group B - Mixed councils	PI measurement			Better ✓ or worse ✗ since 03/04		
	03/04	04/05	05/06	5-9%	10-14%	>15%
Clackmannanshire	91.2	91.3	92.1			
East Ayrshire	90.1	91.3	92.0			
East Dunbartonshire	94.1	94.7	95.3			
East Renfrewshire	95.4	95.4	95.7			
Falkirk	94.6	95.2	95.9			
Fife	93.0	93.9	94.0			
North Ayrshire	89.8	91.7	92.8			
South Ayrshire	94.3	94.5	94.8			
Stirling	96.4	96.4	96.8			
West Lothian	92.7	93.0	93.5			
			<b>Group Average</b>			
			93.2	93.9	94.4	
			<b>Scotland</b>			
			91.7	92.7	93.3	

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	-
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

## Corporate management

Council tax - the percentage of council tax income for the year that was collected in the year

Group C - Urban councils	PI measurement			Better ✓ or worse ✗ since 03/04		
	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	90.2	91.5	92.2			
Dundee City	86.2	87.1	90.7	✓		
City of Edinburgh	87.6	90.4	91.8			
Glasgow City	85.1	85.6	86.1			
Inverclyde	89.4	90.7	91.9			
North Lanarkshire	93.2	93.6	94.2			
Renfrewshire	93.9	94.2	94.7			
South Lanarkshire	93.9	94.6	94.8			
West Dunbartonshire	87.5	89.4	90.4			
<b>Group Average</b>						
	89.1	90.4	91.3			
<b>Scotland</b>						
	91.7	92.7	93.3			

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	1
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

Data features for this Group	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

### Notes

An underlined PI measurement indicates unreliable data.

Family groups were defined in consultation with councils and professional bodies.

All Scotland figures above cover all councils rather than those in the group.

### Council tax - the percentage of council tax income for the year that was collected in the year

**The following councils were ranked 25th or below in 2003/04:**

Aberdeen City  
Dundee City  
East Ayrshire  
City of Edinburgh  
Glasgow City  
Inverclyde  
North Ayrshire  
West Dunbartonshire

**The following councils did not make any material improvement in their performance by 2005/06:**

Aberdeen City  
East Ayrshire  
City of Edinburgh  
Glasgow City  
Inverclyde  
North Ayrshire  
West Dunbartonshire

## Corporate management

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### **Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year**

This indicator shows the proportion of the non-domestic rates due in the financial year that was collected by 31 March at the end of the year. This is a measure of how effective councils are at collecting the non-domestic rates due to them.

### **Points to bear in mind**

Much of the tax uncollected by the end of the financial year will be collected in later years because councils continue to pursue debts.

## Corporate management

Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	8	✓	97.4	97.1	97.7			
Aberdeenshire	16		97.9	96.9	96.7			
Angus	3	✓	98.1	98.3	98.4			
Argyll & Bute	29	✗	97.0	96.7	94.7			
Clackmannanshire	17		93.3	96.0	96.5			
Dumfries & Galloway	26	✗	98.3	98.0	95.0			
Dundee City	19		95.9	96.4	96.2			
East Ayrshire	31	✗	94.6	93.4	93.3			
East Dunbartonshire	21		93.5	96.6	95.8			
East Lothian	25	✗	98.2	97.8	95.1			
East Renfrewshire	24		95.2	95.3	95.6			
City of Edinburgh	20		94.2	96.6	96.0			
Eilean Siar	12		96.7	98.1	97.3			
Falkirk	9		97.1	97.5	97.5			
Fife	14		96.1	96.1	97.0			
Glasgow City	27	✗	94.0	94.4	94.8			
Highland	11		96.9	96.0	97.4			
Inverclyde	30	✗	92.9	94.3	93.9			
Midlothian	18		89.8	96.9	96.4	✓		
Moray	5	✓	98.4	98.5	98.3			
North Ayrshire	32	✗	93.5	95.7	92.5			
North Lanarkshire	27	✗	94.7	95.8	94.8			
Orkney Islands	1	✓	100.0	98.8	99.2			
Perth & Kinross	15		97.6	97.7	96.9			
Renfrewshire	2	✓	96.6	96.6	98.8			
Scottish Borders	5	✓	97.6	98.2	98.3			
Shetland Islands	3	✓	98.3	96.1	98.4			
South Ayrshire	21		95.5	95.6	95.8			
South Lanarkshire	9		94.7	95.1	97.5			
Stirling	13		97.7	97.7	97.2			
West Dunbartonshire	21		94.5	92.9	95.8			
West Lothian	5	✓	98.2	98.3	98.3			
			<b>Scotland</b>					
			95.6	96.2	96.4			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	100.0	98.8	99.2
Upper quartile	97.8	97.7	97.6
Median	96.7	96.6	96.6
Lower quartile	94.6	95.8	95.5
Lowest ranked performance	89.8	92.9	92.5

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	1
10-14%	-
>15%	-
<b>Decline</b>	
5-9%	-
10-14%	-
>15%	-

### Notes

An underlined PI measurement indicates unreliable data.

## Corporate management

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### Non-domestic rates - percentage of income due from non-domestic rates that was received by the end of the year

**The following councils were ranked 25th or below in 2003/04:**

Clackmannanshire  
East Dunbartonshire  
City of Edinburgh  
Glasgow City  
Inverclyde  
Midlothian  
North Ayrshire  
West Dunbartonshire

**The following councils did not make any material improvement in their performance by 2005/06:**

Clackmannanshire  
East Dunbartonshire  
City of Edinburgh  
Glasgow City  
Inverclyde  
North Ayrshire  
West Dunbartonshire

## Corporate management

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### **Invoice payment - the percentage of invoices paid within 30 days**

This indicator shows the percentage of invoices paid by councils within 30 calendar days. Thirty calendar days reflects the normal credit term period in accordance with the Late Payments of Commercial Debts (Interests) Act 1998.

The Late Payments of Commercial Debts (Interests) Act 1998 recognises a general payment period of 30 days unless other terms are mutually agreed. The indicator excludes any standard period for payment of greater than 30 days imposed by the council.

### **Points to bear in mind**

Councils' policies or approaches towards the payment of invoices, which include immediate payment to local suppliers or payment in accordance with agreed credit terms, will affect this indicator.

Some invoices will not be paid within the 30 days because they are disputed.

## Corporate management

### Invoice payment - the percentage of invoices paid within 30 days

Council	Rank in 05/06		PI measurement			Better ✓ or worse ✗ since 03/04		
	1-32	✓ 1-8 ✗ 25-32	03/04	04/05	05/06	5-9%	10-14%	>15%
Aberdeen City	2	✓	92.8	92.4	91.9			
Aberdeenshire	11		88.0	87.8	87.0			
Angus	15		83.5	84.2	85.2			
Argyll & Bute	12		86.5	84.5	86.6			
Clackmannanshire	31	✗	78.5	75.9	72.1	✗		
Dumfries & Galloway	5	✓	89.0	90.0	90.0			
Dundee City	1	✓	95.8	93.7	92.8			
East Ayrshire	17		83.6	84.5	84.9			
East Dunbartonshire	24		76.0	75.0	79.8	✓		
East Lothian	29	✗	82.3	86.1	72.7		✗	
East Renfrewshire	28	✗	79.3	74.2	75.7			
City of Edinburgh	30	✗	77.5	78.9	72.2	✗		
Eilean Siar	25	✗	77.0	80.1	78.5			
Falkirk	13		80.7	86.0	86.5	✓		
Fife	10		71.0	76.0	87.2			✓
Glasgow City	9		86.6	87.5	87.5			
Highland	8	✓	89.0	90.0	88.8			
Inverclyde	27	✗	64.6	59.7	77.9			✓
Midlothian	21		74.9	72.8	81.6	✓		
Moray	16		85.6	84.0	85.0			
North Ayrshire	20		84.8	83.1	84.0			
North Lanarkshire	18		77.6	78.1	84.3	✓		
Orkney Islands	26	✗	80.0	81.5	78.2			
Perth & Kinross	7	✓	90.9	88.8	89.4			
Renfrewshire	13		87.5	85.3	86.5			
Scottish Borders	32	✗	72.1	68.1	63.5		✗	
Shetland Islands	22		81.6	84.1	81.5			
South Ayrshire	19		82.4	83.7	84.1			
South Lanarkshire	4	✓	84.9	88.0	91.2	✓		
Stirling	6	✓	87.0	88.7	89.9			
West Dunbartonshire	23		82.0	79.5	81.4			
West Lothian	3	✓	90.7	90.9	91.6			
			<b>Scotland</b>					
			82.9	83.7	85.1			

Ranked performance	03/04	04/05	05/06
Highest ranked performance	95.8	93.7	92.8
Upper quartile	87.1	87.9	87.8
Median	83.0	84.2	85.0
Lower quartile	78.3	78.7	79.5
Lowest ranked performance	64.6	59.7	63.5

Data features	Symbol	03/04	04/05	05/06
PI not applicable	(-)	0	0	0
No service	(NS)	0	0	0

Count of councils showing significant change since 2003/04	
<b>Improvement</b>	
5-9%	5
10-14%	-
>15%	2
<b>Decline</b>	
5-9%	2
10-14%	2
>15%	-

#### Notes

An underlined PI measurement indicates unreliable data.



### Invoice payment - the percentage of invoices paid within 30 days

**The following councils were ranked 25th or below in 2003/04:**

East Dunbartonshire  
City of Edinburgh  
Eilean Siar  
Fife  
Inverclyde  
Midlothian  
North Lanarkshire  
Scottish Borders

**The following councils did not make any material improvement in their performance by 2005/06:**

City of Edinburgh  
Eilean Siar  
Scottish Borders